

Financial Services Guide

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Licensee:

Sterling Private Group Pty Ltd (AFSL 511783)

Suite 38, 431 St Kilda Road, Melbourne VIC 3004

This Financial Services Guide (FSG) is authorised for distribution by Sterling Private Group Pty Ltd.

Authorised Representatives:

Ralph Wilson (ASIC# 304195)

Ben Tonc - Provisional Adviser (ASIC# 1320842)

Sterling Private Advice Pty Ltd
trading as Sterling Private Wealth
(ASIC# 1298564 ABN 25 658 542 066)

Suite 38, 431 St Kilda Road, Melbourne VIC 3004

Sterling Private Wealth, Ralph Wilson and Ben Tonc act on behalf of Sterling Private Group Pty Ltd who is responsible for the services that they provide.

Purpose of this FSG

This FSG will help you decide whether to use the services that we* offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

* In this document 'we' refers to Sterling Private Wealth, Ralph Wilson and Ben Tonc.

Our services

We are authorised to provide general advice, personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Personal risk insurance
- Managed investments
- Securities (direct shares)

Not independent

We charge a fee for our advice services and do not receive commissions or other payments from product providers.

Sterling Private Wealth authorised representatives can receive commissions and other payments from product providers.

- Derivatives
- Margin lending

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will be documented in a Record of Advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Sterling Private Wealth.

Initial Fees

The advice preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA. It is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

If you decide to proceed with our advice, we may charge an implementation fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Annual Fees

Our annual fees depend on the services that we provide to you. We will typically charge a fee which is a % of your portfolio value and which is paid monthly.

At the beginning of each year, we will seek your engagement on the services to be provided and the fees.

Commissions

We do not receive commissions and other benefits from product providers.

Insurance Commissions

Under subsections 923A(1) and (2) of the Corporations Act, Sterling Private Group cannot claim to be independent, impartial or unbiased due to our receipt of commissions from the arrangement of life insurance policies.

We do not receive insurance commissions and other benefits from product providers.

Investment Commissions

We do not receive investment commissions and other benefits from product providers.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Ralph Wilson is the sole director of Sterling Private Advice Pty Ltd and is remunerated through the profits of the practice. Ben Tonc is a salaried employee of Sterling Private Advice Pty Ltd.

Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to Sterling Private Group Pty Ltd.

C/O - Sterling Compliance
Suite 38, 431 St Kilda Road
Melbourne VIC 3004
compliance@sterlingprivate.com.au

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. This service is provided to you free of charge.

Sterling Private Group Pty Ltd is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.